

WIC Program Cashier Training Self-Paced Manual

With Manager Overview

WIC and Nutrition Services
Missouri Department of Health and Senior Services



WIC TRAINING GUIDE

WIC is an equal opportunity program. If you believe you have been discriminated against because of race, color, national origin, age, sex or disability, immediately call the State WIC Office at 1-800-392-8209.

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Missouri Department of Health and Senior Services
WIC and Nutrition Services

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The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) is a food and nutrition program benefiting pregnant, postpartum and breastfeeding women, infants and children under age 5 with low to moderate incomes.

MISSION STATEMENT

To improve the nutritional health status of financially eligible women, infant, and children in Missouri who are at nutritional risk by providing nutrition education, supplemental foods, and referrals to health care.



Manager Overview

MISSOURI WIC CHECK REDEMPTION PROCEDURES

Proper collection and completion of the WIC checks by the cashier in your store will ensure efficient and accurate payment of WIC claims submitted to the Department for reimbursement. The Department will reimburse only valid WIC checks. Invalid and/or altered WIC checks will not be paid.

When a WIC customer is redeeming a WIC check, there are several things the cashier must do: review the WIC check, ensure the proper WIC approved foods are issued, and record the necessary vendor's information on the check. Some WIC customers may choose to redeem more than one WIC check during a single visit to your store. **Do not ring up the food items and checks together on a single receipt.** Each WIC check is to be treated as a separate transaction and should have a separate receipt. The following steps will help your store redeem WIC checks properly.

1. REVIEW THE WIC ID FOLDER

When presented to your cashier, a VALID WIC ID FOLDER must contain the: PARTICIPANT'S SIGNATURE. A WIC customer should have signed in the "Head of Household (Guardian) Signature" or "Proxy Signature" block located in the WIC folder before coming to the store. If the WIC Participant Identification Folder is not signed you may ask for photo identification in the form of a Missouri identification card or drivers license. If the WIC customer does not have either form of photo identification, give the WIC check back to the WIC customer and refer them back to the local WIC provider.

If the WIC customer has photo identification, record the driver's license number or social security number and birth date on the back of the WIC check. It is important that the client name appear in the "Head of Household (Guardian) Signature" or "Proxy Signature" block and the signature they place in the "Participant's Signature" block matches.

2. REVIEW THE WIC CHECK

When presented to your cashier, a VALID WIC CHECK must contain the following information:

- PARTICIPANT NAME
- FIRST-DATE-TO-USE: The first day the check can be used by the customer, or accepted at the store.
- AUTHORIZED FOOD CATEGORIES/QUANTITIES/DOLLAR MAXIMUMS:
The check is valid only for the purchase of the WIC authorized foods printed on it.
- LAST-DATE-TO-USE: The last day the customer may use the check and the store can accept.

Do Not Accept any WIC Check that does not have all four (4) items listed or has been altered. Cashiers may accept the WIC check beginning on the FIRST-DATE-TO-USE through the LAST-DATE-TO-USE printed on the face of the check.

REMEMBER:

- DO NOT ACCEPT CHECKS BEFORE THE FIRST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS AFTER THE LAST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS MISSING THE FIRST OR LAST-DATE-TO-USE.
- DO NOT ACCEPT CHECKS WITH AN ALTERED FIRST OR LAST-DATE-TO-USE OR ANY OTHER ALTERATIONS TO THE CHECK.
- DO NOT ACCEPT CHECKS WITH INFORMATION WRITTEN IN PENCIL.

For specific examples, refer to the Manual, which follows this Manager Overview.

3. SORTING AND VERIFYING WIC-APPROVED FOODS

The Missouri WIC Program authorizes specific nutritious foods and allowable quantities that a store can issue. A WIC Approved Food List and a WIC Approved Foods brochure are provided to each store to assist the cashier with identification of the current WIC Approved Foods. WIC checks can only be redeemed for the specific WIC Approved food items and quantities listed on the check. These food items are issued to WIC participants to address specific nutritional deficiencies. DO NOT substitute any item listed on the WIC check.

Once the cashier has reviewed the WIC check, proceed with the following steps.

- a. GROUP THE WIC FOODS TOGETHER:** WIC foods should be rung up separately from other foods.
- b. SORT WIC FOODS BY FOOD ITEM:** Group the juices together, cereal together, cheese together, etc.
- c. VERIFY ALLOWABLE BRANDS:** Check the WIC Approved Foods List or Brochure near your register. Food item BRANDS must match exactly.
- d. VERIFY ALLOWABLE QUANTITY:** Check the allowable quantity printed on the check. Food item SIZE must match exactly what is listed on the WIC Approved Foods List/Brochure and the WIC check.

4. CASHIER COMPLETION OF WIC CHECK

After sorting and verifying the WIC foods, the cashier must complete the transaction by writing information on the check. The cashier should enter the date of the transaction and the total sale amount on the check at the time of transaction. It is very IMPORTANT that this information is legible and complete.

IN INK (BLUE OR BLACK), CLEARLY:

- a. ENTER THE “DATE USED”.** Remember the date must fall ON or BETWEEN the First and Last-Date-To-Use.
- b. ENTER THE TOTAL AMOUNT OF THE TRANSACTION IN THE DOLLARS AND CENTS BOXES (MINUS TAXES).**

The amount paid to your store will not exceed the authorized amount in the “Maximum Purchase Price Must Not Exceed” box. If the customer selects items that exceed the maximum price shown in the “Maximum Purchase Price Must Not Exceed” box, the vendor has three (3) options:

- If you have an item that was not WIC approved, was in excess of the quantity that was authorized or if there was tax added, on the receipt, you can circle the item and deduct that amount from the total. Draw one line through the total sales amount on the receipt and write the correct amount **ABOVE** the printed amount on the receipt and initial the change. Then on the WIC check, draw one line through the written amount and write the correct amount **ABOVE** it and initial the change.
- If all of the items purchased are WIC approved and the transaction still goes over the printed amount on the check, you can lower your price below the “Maximum Purchase Price Must Not Exceed” amount by drawing one line through the written amount and write the corrected amount **ABOVE** it and initial the change. Draw one line through the total sales amount on the receipt and write the correct amount **ABOVE** the printed amount on the receipt and initial the change.
- If all of the items purchased are WIC approved and the transaction still goes over the printed amount on the check, you can send the check to the state WIC office on an appeal form explaining why the transaction exceeded the check amount. **If the check is improperly redeemed, but there are extenuating circumstances, you may send the check to the state WIC office on the Approval Request for No-Paid WIC Checks form (WIC-77). The form is located in Appendix F of the WIC Vendor Manual.**

c. HAVE THE CUSTOMER SIGN THE WIC CHECK

Remember, do not accept a check that has been pre-signed. Do not accept a check if the WIC Identification Folder does not have a “Head of Household (Guardian) Signature” or a “Proxy Signature” **or** if the “Participant’s Signature” is not the same as the signatures on the WIC Folder. If the check has been signed, draw a single line through the signature, then have the customer sign the check again below the “Participant’s Signature” again.

d. ENTER THE WIC VENDOR NUMBER

This is done later by stamp prior to the check being deposited into the vendor’s bank.

This must be completed prior to submission to the Department for payment.

For specific DO'S & DON'TS for Cashiers, refer to the Manual that follows this Manager Overview.

Remember that you should **NOT SUBSTITUTE WIC FOOD ITEMS**.

Issue only the approved WIC food items printed on the WIC check. Failure to follow this rule will cause your store to be found in violation of the *WIC Vendor Agreement*.

You may accept all valid Missouri WIC checks from the **First-Date-To-Use** through the **Last-Date-To-Use**, regardless of which Local WIC Agency issued the checks.

e. NO SEPARATE CASH REGISTERS FOR WIC CUSTOMERS

Separate cash registers for WIC customers are not permissible as it is a form of discrimination.

Discrimination is not permitted by Federal Regulation or the WIC Vendor Agreement.

f. COMPANY DISCOUNT CARDS, IN STORE SALES/PROMOTIONS AND RETAILER AND MANUFACTURER’S COUPONS

WIC customers are encouraged to use “cents off” coupons. If a WIC customer presents to your cashier a cents off coupons, your cashier must take cents off the Total Sales Amount.

g. CONTRACT FORMULA AND FORMULA EXCHANGES

The Missouri WIC Program has a competitive bid contract with a particular manufacturer of infant formula. The primary contract infant formulas for the Missouri WIC Program are Enfamil LIPIL with Iron®, Prosobee LIPIL®, and Lactofree LIPIL®. No other formulas may be sold unless the WIC check clearly specifies another brand.

If the vendor does not have the quantity of the formula prescribed on the check, the vendor should allow the WIC customer the quantity that is in the store and then complete a Partial WIC Formula Redemption Form. The WIC customer should be advised to take the form back to the Local WIC Agency within ten (10) days where a new check will be issued for the remaining formula.

No formula purchased with WIC checks may be returned for cash. If there is a problem, refer the customer to the Local WIC Provider.

FREQUENTLY ASKED QUESTIONS (FAQs)

1. WHAT IS AN INVALID WIC CHECK?

When one or more of the following applies, the check is invalid:

- NO FIRST-DATE-TO-USE.
- NO LAST-DATE-TO-USE.
- NO VENDOR NUMBER.
- SUBMITTED TO THE STATE FOR PAYMENT WITH NO SIGNATURE IN THE PARTICIPANT'S SIGNATURE BOX.
- THE CHECK HAS BEEN ALTERED.
- THE CHECK WAS ACCEPTED BEFORE THE FIRST-DATE-TO-USE.
- THE CHECK WAS ACCEPTED AFTER THE LAST-DATE-TO-USE.

WARNING: THE VENDOR WILL NOT BE PAID FOR ACCEPTING INVALID CHECKS. THERE IS NO APPEAL FOR ACCEPTING AN INVALID CHECK.

2. ARE WIC CHECKS LIKE PERSONAL CHECKS?

Your cashier should treat each WIC check like you would in accepting a personal check. That is, all the designated information must be present on the check before acceptance. Only the person named in the "Head of Household (Guardian) Signature" or "Proxy Signature" listed in the WIC Identification Folder may redeem the check. Forging the recipient's signature or validation information on WIC checks can result in your store being disqualified from the WIC Program.

3. CAN I SUBSTITUTE ITEMS?

NO! There is not to be any substitution, IOU or Rain Checks for WIC approved food items. If your store is out of the approved WIC food, two (2) choices exist: (1) the customer takes the check to a different WIC approved store, or (2) the customer does not get that specific food item. The WIC program strongly encourages the WIC customer to get all items on the WIC check.

4. WHY THE "STORE BRANDS"

Store Brands meet the same nutritional standards as the nationally advertised brands. By using the Store Brands, the WIC Program pays for a nutritionally equivalent, lower cost food product. As a result, the program is able to serve more Missourians in need of WIC assistance.

5. WHAT HAPPENS IF I MAKE A MISTAKE ON THE WIC CHECK?

When incorrect information is entered on the check and you realize this at the register, just draw a single line through the incorrect information and write the correct information above the incorrect information and initial. DO NOT scribble over the incorrect information or use "white out" to cover up the incorrect information and then write the correct information over it.

For further instructions and more detail, please read the manual that follows. Your cashiers should read and follow the instructions for completing the manual, including the exercises that test knowledge in the Cashier Training Module Workbook.

This completes the Manager Overview.

WIC Cashier Training Self-Paced Manual

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Introduction

This Self-Paced Manual contains information about the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). This program provides nutritious foods, contributes to more full-term babies, and ensures healthy children free of chronic nutrition-related diseases. As an authorized WIC Vendor, you and your store play an important role in helping to improve the health of women, infants and children in Missouri. When WIC checks are redeemed properly, WIC participants receive the correct foods and your store is reimbursed by the WIC Program. Both the WIC participant and your store then benefit.

Using this manual allows you to move at your own pace. Any time you wish to go back and review a section you may. At the end of each section there is a notice telling you to refer to the separate Self-Check Workbook for a learning activity to help you review the information you have just read. The questions that appear in the Self-Checks may be answered in an “open book” fashion. Feel free to go back and reread any section or look at any notes you may have made.

Common Terms

Authorized Foods – The types and brands of food items that have been approved to meet the nutritional needs of the individual WIC participant.

Authorized WIC Vendors – A full service grocery store, full service grocery store/pharmacy combination or a pharmacy that has been approved by the state WIC office to accept Missouri WIC checks in exchange for authorized WIC food items.

WIC Check – A WIC food instrument issued by a Local WIC Provider that is used by WIC participants to buy authorized WIC food items at authorized WIC vendors. The WIC check is processed by banks like a regular check. WIC checks list the amount, size and type of food items that WIC participants can purchase.

Local WIC Provider – The health department or private nonprofit health agency group that has WIC clinic sites and provides WIC services in a particular area of the state.

Participant – A pregnant, breastfeeding or postpartum woman, infant or child under 5 years of age who receives supplemental food items from the state WIC program.

Proxy – An individual who has been designated by a head of household or guardian to pick up WIC checks and to redeem WIC checks for the participant at authorized WIC vendors.

WIC Clinic – This is where WIC Program certification, nutrition education and WIC checks are issued and referrals to health care services takes place.

WIC ID Folder –The WIC Identification Folder must be presented to the store personnel by the participant or proxy when redeeming the WIC checks. The folder must list the participant, head of household/guardian and/or proxy's signatures. The signature on the folder should be compared to the signature on the WIC check.

WHAT IS WIC?

WIC is the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), which is funded primarily by the United States Department of Agriculture. The National WIC Program was established in 1972 and helps provide nutritious foods as well as nutrition education, referrals, and other services for people who qualify for the program.

The Missouri Department of Health and Senior Services administers the program in this state through Local WIC Providers. Local WIC Providers are located throughout the state. You should learn where the WIC clinics in your area are and their phone numbers. They can answer many questions about the WIC Program for you and your WIC customers. Some of them are open after regular 8-5 working hours. For any general questions, you may call the state office of the WIC Program at **1-800-392-8209**.

Who Is A WIC Participant?

For someone to be a WIC participant, the following requirements have to be met:

- Be a pregnant, breastfeeding, or postpartum woman, or be a child under age 5.
- Live in the State of Missouri and the geographical area served by the local WIC clinic.
- Be within the income guideline, which is 185% above the poverty guidelines published in the Federal Register. (As an example, a family of four (4) in 2006 can make up to \$37,000 annually and be eligible to receive WIC Program services, including WIC checks for the purchase of food items.)
- Have one or more nutritional health risks as determined by a nutritionist or health professional at the WIC clinic.

You may know someone on the WIC program now or someone that has been on the WIC program in the past. There are approximately 135,000 WIC participants in Missouri.

What Do WIC Participants Receive?

WIC participants receive checks for nutritious foods at the WIC clinic. The checks indicate specific types and quantities of certain foods. WIC participants also receive nutrition information, breastfeeding support, free immunizations, and referrals to other health care agencies from the WIC program.

The allowable foods that may be listed on a WIC check include:

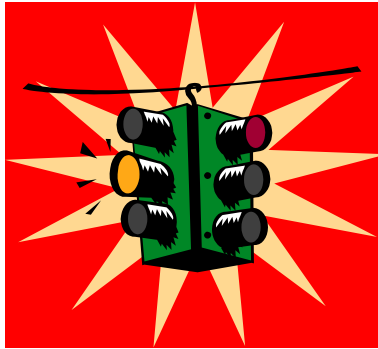
WIC Approved Foods

- **Milk** (any brand, fluid milk, Vitamin A & D fortified, gallon size and plastic containers only)
- **Evaporated Milk** (store brand only, 12 or 13 oz. can)
- **Powdered Milk** (store brand only, 3 or 8 quart size)
- **Cultured Buttermilk** (store brand only, quart size)
- **Specialty Milk** (type and size will be printed on the WIC check)
- **Tuna** (any brand, 6.0 or 6.5 oz. cans, water packed only, no albacore or white tuna)
- **Eggs** (dozen package, medium, white, Grade A or AA only)
- **Carrots** (any brand, 1 or 2 lb. packages, fresh or frozen, whole, baby or cut)
- **Cheese** (store brand only: American, Cheddar, Colby, Colby-Jack, Monterey Jack and Mozzarella. Block cheese in 8, 16 or 32 oz. sizes only. No sliced cheese, except for store brand American that is not individually wrapped.)
- **Dried Beans or Peas** (store brand only, including mixed dried beans and peas, 1 lb. packages, unseasoned only)
- **Peanut Butter** (18 oz. jar, store brand only, regular, smooth or creamy only)
- **Cold Cereal** (approved brands only, 12 oz. to 36 oz. sizes in boxes)
- **Hot Cereal** (approved brands only, up to 28 oz. sizes boxes)
- **Juices** (approved brands only, 11.5 or 12 oz. frozen concentrate, 11.5 oz. shelf-stable, 46 oz. can or plastic bottle ready to serve, 100% juice fortified with Vitamin C)
- **Infant Formula** (primary contract infant formula only; type and size printed on WIC check)
- **Infant Cereal** (approved brands only, 8 or 16 oz. size, plain, no fruit mixes)
- **Infant Juice** (approved brands only, 32 oz. size, plain, no yogurt blends, 100% juice)

Your store manager should give you the WIC Approved Foods List that is mailed out by the state WIC office. Brochures with pictures of the WIC foods are also available for both WIC participants and store personnel to help identify WIC foods.

WIC participants have individual nutritional needs so you may see different food items and quantities on the WIC checks. WIC foods are carefully selected to meet nutritional requirements for WIC participants. This is why substituting other non-WIC food items for WIC foods is not allowed.

WIC Approved Foods will be the ones sold for your store and will be tagged on the shelf with bright pink labels from WIC that say “WIC Approved Healthy Food”. You may want to keep a list of the WIC Approved Foods near your register to become familiar with them.



STOP



Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #1.

WIC CHECKS

What Are WIC Checks?

The WIC check is the “prescription” issued to a WIC participant by the WIC clinic. It is similar to a personal check and should be treated just as carefully. All the designated information must be present on the check before acceptance. The name *printed* on the check is the person the foods are intended for. Sometimes the name printed on the check and the name in the “Participant’s Signature” box will be different. This usually occurs when a parent or guardian is signing for a child. When the food recipient and the participant are the same person, the printed name and the written name will be the same. Only the person named on the “Head of Household (Guardian)” or “Proxy Signature” lines in the WIC Identification Folder may redeem the check.

Both you and the WIC participant should be familiar with the check and the information on it. A WIC participant receives instructions on how to use the checks at the WIC clinic. This is an example of a WIC check.

THIS CHECK IS PRINTED ON WHITE PAPER WITH GREEN INK								
PARTICIPANT #	LAST NAME	FIRST NAME	AGENCY #	ISSUER ID				
				XXXXXXXXXX				
 MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES WIC PROGRAM			 SOUTHERN NATIONAL BANK <small>WASHTO, CA</small>					
<div style="border: 1px solid black; padding: 2px; display: inline-block;"> PAID TO THE ORDER OF </div> ANY AUTHORIZED MISSOURI WIC VENDOR ONLY VALID ONLY FOR THE PURCHASE OF:			PROGRAM CODE FOOD Pkg. #259					
<div style="display: flex; justify-content: space-around;"> FOOD SIZE ISSUED </div>			<div style="border: 1px solid black; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">DATE 7-2-96</td> <td style="width: 50%;">PRINT 7-2-96</td> </tr> <tr> <td>DATE USED 7-2-96</td> <td>DATE 7-2-96</td> </tr> </table> </div>		DATE 7-2-96	PRINT 7-2-96	DATE USED 7-2-96	DATE 7-2-96
DATE 7-2-96	PRINT 7-2-96							
DATE USED 7-2-96	DATE 7-2-96							
			<div style="border: 1px solid black; padding: 10px;"> <p style="margin: 0;">STAMP HERE</p> <p style="margin: 10px 0 0 0;">SIGN HERE</p> <p style="margin: 0;">PARTICIPANT'S SIGNATURE</p> </div>					

It should contain:

1. Participant Number
2. Last Name
3. First Name
4. Agency Number
5. Issuer ID
6. First and Last-Date-To-Use
7. The approved foods, size and quantity.
8. Maximum price (in the box “Maximum Purchase Price Must Not Exceed”)

Redeeming the Check

As store personnel, part of your job is to provide good customer service. All customers, WIC and non-WIC, should be treated the same courteous way. Below are some common ways to help make your contacts with customers an enjoyable experience.

- a. Treat all customers the way you would want to be treated if you were the customer.
- b. Smile and greet the customer when they walk up to the register.
- c. If a customer speaks to you about a problem, help resolve the problem when possible or ask for assistance from another store employee quietly.
- d. If a WIC customer has an unapproved food item, politely explain to them that it is an unapproved food item, and then ask them, or help them, to find an item that is on the approved food list.
- e. Be familiar with the vendor complaint process and when it is appropriate to file a complaint regarding a WIC customer. The Vendor Concern form is located in Appendix E of the WIC Vendor Manual.

When a WIC customer is redeeming a check, there are several things you need to do to make sure the proper foods are issued, the necessary information is recorded on the check, and the checks are accepted in the correct time frame. Some WIC customers may choose to redeem more than one (1) WIC check during a single visit to your store. **Do not ring up the food items and checks together on a single receipt.** Each WIC check is to be treated as a separate transaction and should have separate receipts. The following steps will help you do your job to redeem WIC checks properly. You must first check to see that these four (4) items are reviewed when a WIC check is presented to you:

1. CHECK FOR THE *FIRST* AND *LAST* DATE TO USE.

The date the check is accepted for payment must be **on** or **after** the **First-Date-To-Use** and **on** or **before** the **Last-Date-To-Use**. The check is not valid before the First-Date-To-Use or after the Last-Date-To-Use. The date used must fall on or between these two dates.

2. CHECK FOR AUTHORIZED SIGNATURE.

The WIC participant, Head of Household (Guardian) or Proxy should have signed the WIC Identification Folder before coming to the store. If the block is not signed, you may ask for photo identification in the form of a Missouri identification card or drivers license. If the participant/head of household/guardian/proxy does not have either form of photo identification, give the check back to the WIC customer and refer them back to the local WIC provider. If the participant/head of household/guardian/proxy has the photo identification, record the driver's license number or social security number and birth date on the back of the check.

3. CHECK FOR THE FOOD ITEMS AND THEIR QUANTITIES.

The check is valid only for the purchase of the authorized foods printed on it. No substitutions for other types of foods are allowed.

4. CHECK FOR THE MAXIMUM PURCHASE PRICE.

The "MAXIMUM PURCHASE PRICE MUST NOT EXCEED" is clearly printed on the check. This is the maximum amount your store will be paid.

If all four (4) items are on the check, and the dates printed are current, then the check is valid.

Grouping, Sorting and Verifying WIC Foods

After you have reviewed the WIC check to make sure that it is valid, the next step is to group, sort and verify that the food items are WIC approved food items that the WIC customer has selected and brought to the cash register. The approved WIC food items should be separated from non-WIC approved food items.

1. GROUP WIC FOODS TOGETHER.

Example:

Ms. Jones brings six (6)-46 oz. cans of apple juice, two (2)-dozen Medium Grade A eggs, one (1)-pound of cheddar cheese, one (1)-18 oz. jar of peanut butter, three (3)-12 oz. boxes of cereal, two (2) gallons of skim milk, two (2) packages of diapers, one (1)-12-pack of soda, one (1) loaf of bread, and a package of hot dogs to your line.

Before you begin ringing up the WIC foods, separate them from the rest of the items she has. This means you will separate out the juice, eggs, cheese, peanut butter, cereal, and milk.

Example:

All Ms. Jones' WIC juice should be grouped together...

All her WIC eggs should be grouped together...

All her WIC cheese should be grouped together...

All her WIC peanut butter should be grouped together...

All her WIC cereal should be grouped together...

All her WIC milk should be grouped together...

2. SORT WIC FOODS BY FOOD ITEMS.

Example:

Ms. Jones has selected all allowable WIC foods.

1. The 46-oz. cans of apple juice are authorized.
2. The Medium Grade A eggs are authorized.
3. The cheddar cheese is authorized.
4. The 18-oz jar of peanut butter is authorized.
5. The cold cereal is authorized.
6. The skim milk is authorized.

Ms. Jones' WIC check authorizes her to purchase the six (6)-46-oz.cans of juice, the two (2)-dozen eggs, the one (1) pound of cheddar cheese, the 18-oz. jar of peanut butter, the 36 ounces of cereal, and the two (2) gallons of milk. However, since diapers, soda, bread, and hot dogs are not WIC approved foods, she will have to use some other form of payment for those items.

3. VERIFY APPROVED BRANDS AND SIZES.

You can assure that the foods are allowable WIC items by checking the Missouri Approved Food List or the 'WIC Approved Food' brochure. (There should be one near your register.)

4. VERIFY APPROVED QUANTITY.

The total quantity *should not exceed* what is printed on the WIC check.

Completion of WIC Checks

After sorting and verifying WIC foods, the following things should be written on the WIC check.

1. **ENTER THE DATE THE CHECK IS REDEEMED IN THE DATE USED BOX.**

Today is 03/29/06, which falls between 03/04/06 and 04/02/06, so Ms. Jones' WIC check is valid today.

2. **ENTER THE TOTAL AMOUNT OF THE SALE IN THE DOLLARS AND CENTS BOXES. (Minus taxes, company discount cards, in store sales/promotions and retailer and manufacturer's coupons).**

The amount paid to your store must not exceed the authorized amount in the "Maximum Purchase Price Must Not Exceed" column. If the customer selects items that exceed the maximum price complete the transaction.

Never ask the customer to take less than the amount authorized, and never take cash for the difference in price.

3. **HAVE THE CUSTOMER SIGN THE CHECK.**

Do not accept a check if the Head of Household (Guardian), Proxy or the Participant's Signature are not the same name. Instead, have Ms. Jones sign the check again below the "Participant's Signature" box. A receipt is not given to a WIC customer. You need to keep the receipt with the check and give it to store personnel. The receipt will be used during the check processing prior to the check being deposited in the bank. Receipts are kept at the store and may be requested during an on-site monitoring visit.

Any time a check has been signed, you may have the customer sign the check again below the "Participant's Signature" box. **Do not accept an unsigned WIC Identification Folder.** You may ask for photo identification in the form of a Missouri identification card or drivers license. If the participant does not have either form of photo identification, give the check back to the WIC customer and refer them back to the local WIC provider.

If the participant has the photo identification, record the driver's license number or social security number and birth date on the back of the check.

Example:

Mary Jones signs on the "Head of Household (Guardian) Signature" line in the WIC Identification Folder, but her husband Thomas Jones has presented the check and is not listed as a Proxy in the WIC Identification Folder. Your store would not be paid for this WIC check because the names are different.

4. **ENTER THE STORE VENDOR NUMBER.**

This may be done later by store personnel with the vendor stamp that is provided to your store by the state WIC office.

So.....redeeming WIC checks properly isn't too difficult, is it? Just remember this: there are four (4) things that make a WIC check valid when it is presented to you at your register. Then there are four (4) steps to sort and verify WIC foods.

REVIEW: When it is presented to you, a valid check has...

1. First/Last-Date-To-Use.
2. Authorized Signature on the WIC ID Folder.
3. Approved Food Items/Quantities.
4. Maximum Pricing (Maximum Purchase Price Must Not Exceed).

REVIEW: To sort and verify WIC foods...

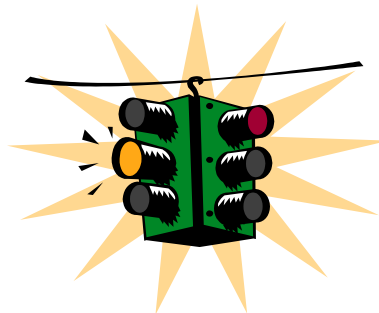
1. Group WIC foods together
2. Sort WIC foods by food items
3. Verify allowable brands
4. Verify allowable quantity

At the time of sale, a valid check receives...

- * Date Used
- * Total Sales Amount
- * Participant's Signature
- * Vendor Number

Remember:

Be sure that all foods purchased are WIC approved food items and that the amounts do not exceed maximum quantities and total prices do not exceed maximum purchase price allowed. Your store will not be reimbursed for invalid checks. That is why it's up to you to make sure you accept only a valid check and that you complete the necessary information before a check is sent to the state WIC office for payment.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #2-A.

Note: A list of **Do's and Don'ts** for cashiers can be found in Attachments A and B of this manual.

WIC FORMULA

What is Primary Contract Infant Formula?

The Missouri WIC Program has a competitive bid contract with a particular manufacturer of infant formula. The formulas that this company makes are the primary contract infant formulas for the WIC Program. No other formulas may be substituted unless the WIC check clearly specifies another brand. Currently, the competitive bid contract is for Enfamil LIPIL with Iron, Lactofree LIPIL and Prosobee LIPIL. These are the primary contract infant formulas for the WIC Program at this time and will be the brands listed on most checks. The primary contract infant formula brands may be changed from time to time. Your store will be notified when this happens. The reason the WIC Program uses primary contract infant formula is because it receives a rebate amount on every can of primary contract infant formula purchased. The additional money received from this contract allows for the participation of thousands of women and children who would otherwise not be served.

What about Infant Formula Exchanges?

Sometimes a WIC customer may need to exchange infant formula if it is expired, spoiled or contaminated. In these situations, the WIC customer will bring the infant formula item to the store and ask for an exchange. The WIC customer then receives a new can of infant formula of the same type and brand as what was initially purchased with the WIC check.

Remember:

A WIC customer may only exchange WIC infant formula that has expired, spoiled or become contaminated. No infant formula purchased with WIC checks can be returned for cash. If you do not know whether the infant formula was purchased with WIC checks, you should follow your regular store exchange policy.

If there is a problem with a WIC customer wanting to exchange infant formula or wanting to exchange infant formula for cash or other items at your store, please refer the customer to their local WIC clinic.

Other Food Restrictions

In addition to types and brands of WIC approved foods, some other restrictions apply.

Fluid Milk

NOT AUTHORIZED:

- milk in quart or pint containers
- flavored milk (such as chocolate milk or strawberry-flavored milk)
- high calcium fortified milk
- soy milk
- organic milk
- substitutions

Evaporated Milk

NOT AUTHORIZED:

- sweetened condensed milk (such as Eagle Brand® or Milnot®)
- cans smaller than 12 ounces
- evaporated “filled” milk

Cheese

NOT AUTHORIZED:

- cheese foods or spreads (such as Cheese Whiz®, Velveeta®, etc.)
- flavored, imported or deli cheese
- shredded, grated or string cheese
- cholesterol-reduced cheese
- individually wrapped slices
- any package that is individually weighted (Only 8 oz., 16 oz. or 32 oz. Packages allowed.)

Note: If your store has a “Deli” or “meat market” section, WIC customers may NOT select cheese from the deli or meat market.

Peanut Butter

NOT AUTHORIZED:

- any brand of peanut butter containing jelly, honey, or candy pieces
- “reduced-fat” , peanut “spreads”, crunchy
- low fat
- low salt
- organic

Eggs

NOT AUTHORIZED:

- large, extra large or jumbo eggs
- fertile eggs
- brown eggs
- ungraded eggs
- cartons of 6 eggs or 18 eggs
- low cholesterol
- organic
- specialty eggs

Juice

NOT AUTHORIZED:

- sweetened juices

Note: A combination of 46 oz. fluid and 12 oz. frozen juices is allowed. Among allowable fruit and vegetable juices, WIC customers are free to choose any mix of flavors they desire—one can of apple juice, one of orange juice, one of grapefruit juice, etc., up to the allowable maximum number listed on their WIC checks.

Dried Beans and Peas

NOT AUTHORIZED:

- beans with seasoning packets or additives
- bulk beans
- organic beans

Infant Cereal

NOT AUTHORIZED:

- cereal with fruit or fruit flakes
- 6 oz. individual serving jars of infant cereal

Cold Cereal

NOT AUTHORIZED:

- individual size servings
- boxes or bags smaller than 12 ounce size

Hot Cereal

NOT AUTHORIZED:

- cereal with fruit or flavoring

Tuna

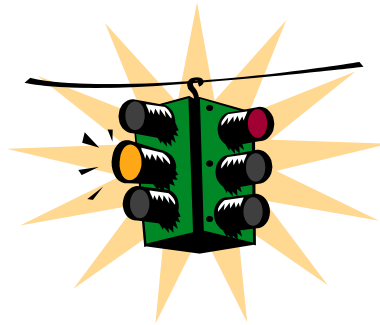
NOT AUTHORIZED:

- albacore or solid white tuna
- tuna packed in oil
- reduced or low salt/sodium tuna

Carrots

NOT AUTHORIZED:

- organic carrots
- flavored carrots



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #3.

What About...?

As you worked through this manual, you may have asked yourself several questions, such as—

1. *What Happens if I Make a Mistake on a WIC Check?*
2. *What Happens if a WIC Customer Chooses Not to Get a Food Item on the Check?*
3. *What Happens if My Store is Out of a WIC Food Item?*
4. *Will I be Checked by the WIC Program?*

Let's go over what to do in these situations so that your store is not penalized for improper redemption of WIC checks. If you have other questions about situations you may encounter with WIC customers and/or WIC checks, be sure to ask your store manager.

1. What Happens if I Make a Mistake on a WIC Check?

When an incorrect price is entered in the Dollars and Cents boxes and you realize this at the register, just draw a single line through the incorrect information and write the correct information above and initial the change.

Please **do not** scribble over the incorrect information or use “white out” to cover up the incorrect information and then write the correct information over it.

This same procedure applies if the wrong date was entered in the Date Used. Draw a single line through the incorrect date and write the correct date above and initial the change.

2. What Happens if a WIC Customer Chooses Not to Get a Food Item on the Check?

There may be times when a WIC customer decides not to purchase a certain food on the check. When this happens, complete the transaction by ringing up the food items they want to purchase.

3. What Happens if My Store is Out of a WIC Food Item?

If your store is out of an authorized WIC food item, you must tell the WIC customer to come back later or go to another store. You may not issue rain checks or IOUs for out-of-stock items.

4. Will I be checked by the WIC Program?

A number of stores are monitored by the State WIC Office each year. The monitors may identify themselves as a WIC Staff member or a contracted investigator will pose as a WIC customer and check to see if you and your store know the WIC rules. Some of the things they will check for are:

- A. **Overpricing:** Monitors will double-check prices entered on the check to be sure they agree with shelf prices. Overpricing can result in a **TERMINATION** of your store. Meaning your store will not be a WIC authorized store.
- B. **Wrong infant formula:** Monitors may attempt to purchase infant formula that is not listed on the check. If they are allowed to purchase the non-approved infant formula, your store will be found to be in violation of its *WIC Vendor Agreement*.
- C. **Wrong brands of other types of WIC foods:** Monitors will try to buy the unauthorized brands of cereal, juice, and cheese. If you let them buy wrong brands of these foods, your store could be found in violation of the *WIC Vendor Agreement*.

Remember:

1. Always obtain the signature of the WIC customer at the time of sale.
2. Enter the correct price at the time of sale.
3. Never sell an infant formula not listed on the check.
4. Check WIC foods to be sure the brands selected are allowable.

WIC CHECK PROCESSING

After the WIC transaction is complete, store personnel should complete the following steps prior to depositing the check into the bank.

1. The WIC check should be reviewed with the receipt prior to depositing the check into the bank. This is done to verify that the food items issued were what were sold and that the items sold are WIC approved foods.
2. Check to make sure the Date Used and the Total Sales Amount is written on the check and that there is a customer signature. If the check is missing the WIC customer signature, contact the local WIC clinic and ask them to contact the WIC customer so that they can come back to the store and sign the WIC check.
3. Make sure you stamp your four-digit WIC vendor number on the WIC check in the appropriate box using the WIC provided stamp in **BLACK INK** only. The WIC checks are imaged by a banking system and black ink processes better in the banking system.
4. After reviewing the WIC checks with the receipts and correcting any errors that you find, deposit the WIC checks into your bank within sixty (60) days from the FIRST-DATE-OF-USE.

*The store may correct any errors that you find prior to depositing the WIC check in your bank. **Stores must keep all receipts for the entire length of the agreement period. Since the agreement is for three (3) years, that means you must maintain your receipts for three (3) years.***

There may be times when WIC checks are returned to the store by the bank due to errors. Errors are divided into two (2) categories: Non-Fatal and Fatal. Remember that all non-fatal errors can be corrected at the store and re-deposited for instance: Over Check Limit, Missing/Illegible Vendor Number and Missing Dollar Amount.

However, FATAL errors can be sent to the WIC office on an appeal form and will be considered for payment. Fatal errors include: Altered check, date transacted not within valid dates (redeemed before first date of use or after last date of use), invalid vendor number, late deposit, missing signature, previously presented and stop payment. These items are FATAL errors and might be approved under extenuating circumstances.

Checks with missing signatures will NEVER be accepted for approval.

If the check is improperly redeemed, but there are extenuating circumstances, you may send the check to the state WIC office on the Approval Request for Non-Paid WIC Checks form (WIC-77). The form is located in Appendix F of the WIC Vendor Manual.

For checks that are over the “Maximum Purchase Price Must Not Exceed” amount, there are three (3) options that vendor can choose from when they encounter an “Over-the-limit check”.

NOTE: *A transaction that exceeds the maximum amount may signal that too many items have been rung or unauthorized items were included in the sale.*

Option One:

- If you have an item that was not WIC approved, on the receipt you can circle the item and deduct that amount from the total. Draw one line through the total and write the correct amount **ABOVE** the printed amount and initial the change. Then on the WIC check, draw one line through the written amount and write the correct amount **ABOVE** it and initial the change.

Option Two:

- Let's say all of the food items purchased are WIC approved and the transaction still goes over the printed amount on the check. You can lower your price below the "Maximum Purchase Price Must Not Exceed" amount. Draw single line through the written amount and write the corrected amount **ABOVE** it and initial the change. On the receipt draw one line through the total and write the correct amount **ABOVE** the printed amount and initial the change.

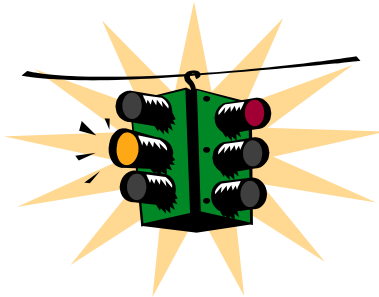
Option Three:

- Let's say all food items are WIC approved and the transaction is still over the printed maximum amount on the check. You can send it to the WIC office on an appeal form. **Do not** redeposit the check to your bank, but send it to the state WIC office with an explanation as to why you believe it should be paid.

Remember: Submitting checks on appeal does not guarantee that all appeals will be approved.

REVIEW: When reviewing a check prior to depositing it in the bank, check...

1. First/Last-Date-To-Use with the Date Used.
2. Food Items/Quantities/Sizes authorized on the check and items listed on the receipt.
3. Maximum Pricing (Maximum Purchase Price Must Not Exceed).
4. Stamp (with BLACK INK ONLY) the store's four-digit WIC Vendor Number on the check.
5. Correct any errors that you find on the receipt and on the WIC check.



STOP

Go to your copy of the Self-Check Workbook. Answer Questions to Self-Check #4.

Attachment “A”

Do’s For Cashiers

- ❖ Treat WIC customers with the same courtesy extended to all customers.
- ❖ Obtain signature of WIC customer. Ensure that names match.
- ❖ Make sure that the check has all the information required by the State.
- ❖ Provide only the approved foods in quantities authorized.
- ❖ Enter Date Used on the check.
- ❖ Legibly enter the total amount of the transaction in the Dollar and Cents box.
- ❖ Direct questions or problems regarding WIC customers to your Local WIC Agency.
- ❖ Accept “cents off” retailer/manufacturer's coupons, discount cards, in-store sales prices for WIC-approved foods if your store accepts them from other customers.
- ❖ Redeem the WIC infant formula checks only for the designated formula prescribed on the checks.

Attachment “B”

Don'ts for Cashiers

DO NOT:

- ❖ Discriminate against a WIC customer on the grounds of race, color, creed, political beliefs, national origin, sex, age or disability.
- ❖ Deny WIC customers the use of coupons if your store accepts them.
- ❖ Give WIC customers cash.
- ❖ Issue rain checks or IOUs.
- ❖ Charge WIC customers more than other customers. *Overcharging can result in your store being disqualified from the WIC program.*
- ❖ Charge WIC customers money for WIC foods or ask a customer to pay for food.
- ❖ Issue unauthorized foods or quantities nor exchange WIC food for cash.
- ❖ Substitute formulas. Issue ONLY the formula specified on the formula check.
- ❖ Accept expired checks or checks without proper information.
- ❖ Accept altered checks, or checks damaged to the point they cannot be read.
- ❖ Staple or tape receipts to checks.
- ❖ Accept pre-signed checks without an additional signature in your presence.
- ❖ Accept out-of-state cards or checks.
- ❖ Bill or attempt to collect from WIC customers any charges from any checks submitted to the State for reimbursement but not paid in whole or in part by the State.
- ❖ Issue a receipt to a WIC customer for the foods that were purchased with the WIC check.

WIC Cashier Training Guide

Attention Use this master to make photocopies for trainees.

Cashier Name: _____

Store Name: _____

Store Location: _____

Vendor Number: _____

Self Check #1

WIC Basics

What I now know about WIC.

On the following questions, please circle the correct answer.

1. WIC is a Special Supplemental Nutrition Program for
 - A. Senior Citizens.
 - B. Women and Children 2 to 10 years of age.
 - C. Women, Infants, and Children.
2. WIC is administered in Missouri by
 - A. Missouri Department of Social Services.
 - B. Missouri Department of Health and Senior Services.
 - C. Missouri Department of Agriculture.
3. For a person to qualify for WIC benefits, which requirement do they **NOT** have to meet?
 - A. Be a pregnant, postpartum or breastfeeding woman, infant, or child.
 - B. Have a nutritional need.
 - C. Be at or below 185% of the Federal Poverty Guidelines.
 - D. Be a single parent.

On the following questions, please circle the correct answer.

4. Which of the following statements is true about WIC foods?
 - A. WIC foods are nutritious.
 - B. WIC foods can be substituted for any food items in your store.
 - C. Authorized WIC food items are the same for every WIC customer.
5. Which of the following foods can be purchased with a WIC check?
 - A. Skim Milk
 - B. Hawaiian Punch
 - C. Crunchy Peanut Butter

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section A & B.

Attention Use this master to make photocopies for trainees.

Cashier Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self Check #2-A

WIC Checks

What I now know about WIC checks and how they are redeemed.

Please write T for true and F for false on the following statements.

1. ____ A WIC check with a “Last-Date-To-Use” of 01/29/2004 can be redeemed any day after that date.
2. ____ WIC checks are similar to personal checks and should be redeemed just as carefully.
3. ____ A WIC check with a “First-Date-To-Use” of 5/01/2004 and a “Last-Date-To-Use” of 8/01/2004 can be redeemed either on or any day between those dates.
4. ____ Even though the WIC check lists six (6) cans of juice, a WIC customer can substitute six (6) cans of pears if they don't want the juice.
5. List the four (4) items that should be reviewed during a WIC transaction.
 - A. _____
 - B. _____
 - C. _____
 - D. _____
6. List the four (4) steps you should follow to sort and verify WIC foods.
 - A. _____
 - B. _____
 - C. _____
 - D. _____

Please write T for true and F for false on the following statements.

7. ____ If Mrs. Smith brings a package of diapers to your line along with her WIC foods, you should separate out the diapers before you begin to ring up the WIC foods.
8. ____ WIC customers can select any brands and sizes of cold cereal that they want.
9. ____ Total quantity really doesn't matter as long as the foods are approved WIC food items.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section B, WIC Checks.

Attention Use this master to make photocopies for trainees.

Cashier Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self Check #2-B

WIC Checks

More things I now know about WIC checks and how they are redeemed.

Please write T for true and F for false about the following statements.

1. _____ If the “Authorized Signature” is Jane Doe and the person redeeming the check is a male who signs as John Doe, you may accept the check if he proves he is married to Jane.
2. _____ A WIC customer should never pay you the difference when the price for WIC food items goes over the maximum price allowed on a WIC check.
3. _____ You can accept a check that has been signed twice. Just have the customer sign again below the “Participant Signature” box.
4. List the three (3) steps you should follow to complete the WIC check correctly.
 - A. _____
 - B. _____
 - C. _____

For the following statements, fill in the blanks with the appropriate answer.

5. Currently, the primary contract infant formulas for the WIC Program are _____, _____, and _____.
6. If you know that infant formula was purchased with a WIC check, it cannot be returned for _____.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section B, WIC Checks and Section C, WIC Formula.

Attention Use this master to make photocopies for trainees.

Cashier Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self-Check #3

Other Food Restrictions

On the following questions, please circle the correct answer.

1. Which cheese is authorized?
 - A. Individually-wrapped slices.
 - B. Cheddar cheese.
 - C. Velveeta cheese.
2. Which of the following kinds of milk can be purchased with WIC checks?
 - A. Skim Milk, 1%, 2%.
 - B. Chocolate.
 - C. Dairy-Ease®.
 - D. A and C.
3. Which juices can be purchased with WIC checks?
 - A. Enough 46-oz. cans of juice to equal the number listed on the check.
 - B. V-8 Vegetable Juice.
 - C. Six (6) 32 oz. glass jars of grapefruit juice.
4. Which kind of eggs are allowable WIC items?
 - A. Brown eggs.
 - B. Large eggs.
 - C. Ungraded eggs.
 - D. None of the above.
5. What kind of a tuna can be purchased with WIC checks?
 - A. Albacore tuna.
 - B. Oil-packed tuna.
 - C. Any brand of water-packed, chunk, solid or grated tuna.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section D, Other Food Restrictions.

Attention Use this master to make photocopies for trainees.

Cashier Name: _____
Store Name: _____
Store Location: _____
Vendor Number: _____

Self-Check #4

WIC Check Processing

Please write T for true and F for false about the following statements.

1. ____ The WIC check should be reviewed without the receipt prior to depositing it in the bank.
2. ____ If the WIC check does not have a customer signature, I should go ahead and deposited it in the bank.
3. ____ The store can correct any errors that are found prior to depositing the check in the bank.
4. ____ The store can use any color of ink when stamping their four-digit vendor number on the WIC check.
5. ____ If the Total Sales Amount is over the Maximum Purchase Price Must Not Exceed, I should review the check and the items that are being purchased to make sure that the quantity is what has been authorized and the items are WIC approved.

How did you do? You may check the answer key at the end of this workbook. If you were unable to answer the questions correctly, please go back and reread Section F, WIC Check Processing.

Answer Key for . . .

WIC Cashier Training Guide

SELF CHECK #1

1. C
2. B
3. D
4. A
5. A

SELF CHECK #2-A

1. FALSE - Do not redeem after the Last-Date-To-Use printed on the check.
2. TRUE
3. TRUE
4. FALSE - No substitutions for other types of foods are allowed.
5. First and Last-Date-To-Use.
Authorized Signature.
Allowable Food Items.
Maximum Purchase Price Must Not Exceed.
6. Group WIC foods together.
Sort WIC foods by food items.
Verify approved brands.
Verify allowable quantity.
7. TRUE
8. FALSE
9. FALSE

SELF CHECK #2-B

1. FALSE - Both the signatures must be the same name.
2. TRUE
3. TRUE
4. Enter Date Used.
Enter the total amount of the sale in the Dollars and Cents boxes.
Have the WIC customer sign the check.
5. Enfamil LIPIL w/iron, Lactofree LIPIL, and Prosobee LIPIL.
6. Cash or any other item.

SELF-CHECK #3

1. B
2. D - 'Flavored' milk is not allowed.
3. A
4. D - Only white eggs grades A/AA, size medium are allowed.
5. C - Any brand of water-packed, chunk, solid or grated tuna.

SELF-CHECK #4

1. FALSE
2. FALSE
3. TRUE
4. FALSE
5. TRUE